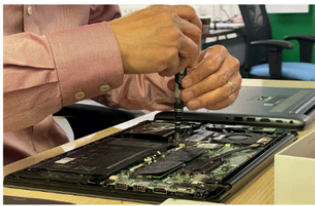


14 October 2024 - 31 October 2025

Annual Report



2second Chance

Empower people and reduce e-waste

Registered charity no. 1210740

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Welcome from our Board Chair

Adam Goodman and I started 2econd Chance because it was clear to us that people with disabilities and additional needs wanted something purposeful to do but had few opportunities available to them.

Too often they were isolated at home and left out of work, training and community life. We believed that with the right support, people could learn useful skills, build confidence and feel valued.

Computers gave us an entry point to train people to repair and restore unwanted technology to give people a chance to learn and be part of a team — and to keep devices out of landfill.

This year has seen real momentum in our move to become an employment support charity. Today, we provide trainees with meaningful experience and transferable skills they can take into the workplace if they choose to work. For many, it is the first step back into education or work.

At the same time, we are realistic. Not all of our trainees will be able to work in a traditional setting. For some, the goal is not employment but purpose and confidence. We offer a place to come where people are welcomed and treated with respect, and where there is structure to the week and a sense of contribution.

One of the highlights of the year for me was seeing our first cohort of trainees graduate from our British Computer Society-accredited Tech 10 programme. I am so proud of the trainees for completing the course and of our team for working so hard to create this programme.

Our staff and trainees have shaped what 2econd Chance is today. When I walk into the workspace, it is friendly and busy, with people focused on their tasks and helping each other. It is a productive, calm place where people feel safe and valued.

I want to thank our Trustees for their guidance and oversight, our brilliant staff and volunteers who run the workspace and the computer business, and our amazing trainees who leave their comfort zones to come to a new place, meet new people, and learn new skills. We never take that for granted.

Nigel Canin
Co-founder and Board Chair, 2econd Chance



Nigel Canin



Adam Goodman

Introduction from our Chief Executive

What a year it has been for 2econd Chance.

Every week we have welcomed 45 trainees through our doors, each one facing their own barriers to employment, and each one bringing their own strengths. It is wonderful to see people grow in confidence and capability during their time with us.



Our workspace is built on the belief that everyone deserves to be met where they are. Some trainees arrive with extensive IT knowledge. Others have never touched a laptop. But whatever their skill level they all receive the same calm, inclusive experience where their individual abilities are nurtured by our dedicated team.

This year, we made real strides in moving beyond technical training to offer meaningful employment support.

A delegation of our trainees visited the offices of COLT Technology Services in London, to get a taste of professional life. Two trainees completed two weeks' work experience with Barnet Homes. And in June, seven of our trainees graduated from our Tech 10 course which gives them skills for an entry-level IT role.

We have now expanded the course to include many more soft skills and workplace-ready modules such as AI, CV writing, workplace etiquette and time management. And thanks to funding from the National Lottery Community Fund, we can now subsidise 15 places on the course, removing the £600 fee.

None of our work happens in isolation. This year we developed 10 new community partnerships and 20 new corporate partnerships, adding to the network of relationships that makes everything we do possible. Our long-standing partnership with Barnet Council remains central to how we reach people connecting us with referrals from all kinds of organisations across the borough.

We also donated 424 refurbished devices to digitally excluded residents this year. Demand continues to outstrip supply but we hope with more funding we will be able to increase the amount of devices we give away.

Looking ahead, we will focus on deepening our corporate partnerships to maintain a steady supply of donated tech, and on growing our fundraising to secure the resources we need to reach more people.

Thank you for your continued support.

Charlotte Solomon,

Chief Executive, 2econd Chance

Key highlights & metrics

45 PEOPLE TRAINED EACH WEEK

45 trainees a week took part in our 12-week training and work experience program. They come from organisations across the borough.



7 GRADUATES FROM BCS TECH 10 COURSE

7 of our trainees completed our first Tech 10 course accredited with the British Computer Society.



424 REFURBISHED DEVICES DONATED

1 in 4 of our refurbished devices are donated to individuals or families who don't have access to a computer or phone.



10 VOLUNTEER PLACEMENTS PROVIDED

10 volunteers, part of the Barnet Digital Champions program, came to our workspace to help us refurbish machines.



“B and A’s confidence has grown so much since coming to 2second Chance. They won’t be the same anymore. It has been such a positive change for them. The pride they took in doing their work — it was great for both of them — especially for B being able to get into a computer and fix things.

“A will always excel when it comes to IT stuff. That is his area of niche, but the confidence they both have now — I don’t think that can ever be taken away from them.”

Courtney Wright, Commercial Enterprise Manager,
Kisharon Langdon



Our vision

At 2econd Chance we believe everyone deserves a fair shot at work and should receive the skills, experience and confidence they need to succeed.

Our mission

To empower people with physical disabilities, learning differences, or social, emotional and mental health needs by providing inclusive training, mentoring, and pathways to employment, through a circular model of tech reuse, community partnerships, and skill-building.

We offer workplace experience and IT training programmes to young people facing barriers into employment including people with Education Health Care Plans or adults who are not in education, employment or training (NEET).

When trainees come to us they get hands-on experience in refurbishing unwanted IT hardware in a friendly and inclusive workspace where they receive tailored support and are valued for their own particular skill set. Using computers as an entrance point for training, we provide opportunities to build up their experience, knowledge and soft skills to prepare them for the workplace and help them on the pathway into employment.

Charitable objectives

- The protection and preservation of the environment for the public benefit by the promotion of e-waste reduction, re-use, reclamation, recycling.
- The relief of financial hardship by the provision of refurbished electronic devices to individuals in need.
- The advancement in life of young people up to the age of 25 and young people with learning disabilities up to the age of 30 by the provision of training and support to develop their skills, capacities and capabilities to enable them to participate in society as mature and responsible individuals.
- To educate the public by the provision of accredited and vocational training in the subjects of IT and digital skills in particular, but not exclusively for individuals with disabilities, mental health issues or who are refugees or seeking asylum.

Who we support and where we work

We support young people and adults who face barriers to employment – including people with Education Health Care Plans, as well as adults who are not in education, employment or training (NEET), including those with disabilities, autism, and additional needs.

We are based in Hendon, north-west London and serve people in the London borough of Barnet and other areas of the capital.

Our device referral scheme also helps tackle digital exclusion by providing free refurbished laptops or phones to people who don't have access to a device.



The public benefit of what we do

- We help support people facing barriers to work on the pathway to employment. The employment rate of disabled people is 53% compared to 82% of non-disabled people.
- We help reduce the amount of e-waste going to landfill. Currently the UK produces 1.6 million tonnes every year making us the second worst generator per capita behind Norway.
- We sell 75% of our refurbished computers at low-cost affordable prices.
- The remainder of our refurbished computers and phones are donated — via our device referral scheme — to people who don't have access to a device which helps tackle digital exclusion.

Our activities during the year

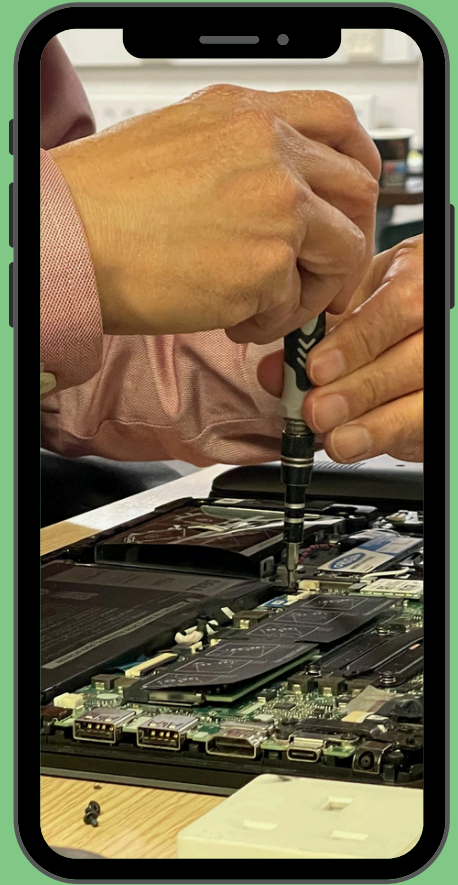
- We welcomed 45 trainees a week from organisations across the borough including DWP, employment support organisations, schools (mainstream and SEND), colleges, social prescribers (NHS), Mencap and community and voluntary sector organisations.
- Seven trainees completed and graduated from our first British Computer Society-accredited Tech 10 programme.
- Following on from the first iteration of the Tech 10 programme, we enhanced the curriculum with modules on AI and have included modules on workplace skills such as time management, communication and public speaking, professionalism and workplace etiquette, work ethic, appearance and CV and cover letter writing.
- Two of our trainees completed two weeks' work experience with Barnet Homes.
- We arranged for a group of trainees to visit Colt Technology Services where they could learn about the world of work and what they might expect if they went to work for a big company.
- We donated 424 refurbished devices to digitally excluded residents in Barnet and across London.



Public benefit statement

The Trustees confirm that they have complied with their duty under section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission.

The Trustees have referred to this guidance when reviewing the charity's aims and objectives and in planning future activities. The Trustees are satisfied that the charity's activities continue to be focused on and deliver benefits to the public in accordance with its charitable purposes.



Monitoring impact

We carefully monitor and report our impact.

We track each trainee's journey from work experience through to accredited training and onward progression into further learning or employment.

We collect and analyse feedback and data from trainees, referral partners and teaching staff.

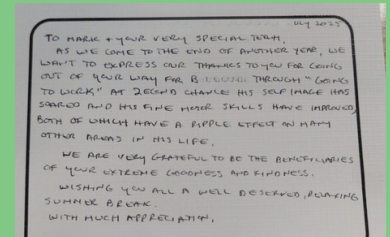
For our device donation scheme, we log every referral and collect testimonials from recipients to understand how access to a device has improved their daily lives.

This information helps us evaluate outcomes, strengthen our programmes and demonstrate the difference our work makes.

Case study B

B is in his thirties and has severe learning difficulties which means he would find it difficult to find work. He comes to us each week to refurbish computers in the workspace. The positive impact this has on him prompted his parents to write us this wonderful note last year.

"To Mark and your very special team - As we come to the end of another year, we want to express our thanks to you for going out of your way for B. Through 'going to work' at 2second Chance his self-image has soared and his fine motor skills have improved both of which have a ripple effect on many other areas of his life."



"Margaret is over the moon with her laptop. This will help her keep in touch with family and friends, break down her social isolation and feed her creative imagination. Her smile says it all."



Thank you so much!"

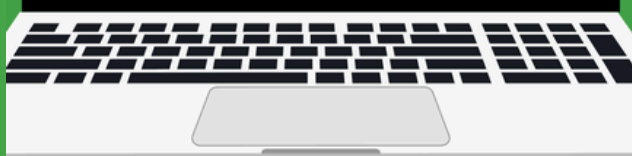
Riverside Housing Association

"Thank you so much for providing a laptop to one of our members, N. The device will be invaluable to support their job search. Being able to find stable work will have a dramatic impact on N being able to secure more stable accommodation going forward."

Beam Homeless Support



"D. is a tenant in supported housing. She is new to this country and eager to grow personally and professionally. She will use the laptop to improve her English language skills, search for employment opportunities, and engage more actively with the community. She is very grateful for your support and appreciates receiving the laptop in such a short time."



— Novi Dom Housing Support

"Mr L was homeless and could not begin his journey in tackling his situation as he had no mobile phone. He was uncontactable. This device will enable many organisations such as Homeless Action Barnet and Barnet Job Centre to contact him and be able to support him. This will make a huge difference to his life."

Chipping Barnet Foodbank

Case study E

E is 33 and lives in north London. He started as a trainee with 2econd Chance but has now been employed by the charity on a part-time basis helping to fix laptops and support new trainees.



A university graduate, E took some time out from his PhD after his mental health deteriorated.

He volunteered in a library but struggled with dealing with members of the public and unexpected situations that could arise from that. “At work, I need to know what to expect,” he explained.

Another charitable trust that was supporting him, recommended he try a session at 2econd Chance, learning about IT refurbishment.

“I remember being pleasantly surprised at the relaxed environment. It didn’t feel stuffy and I felt comfortable,” he said. “I am of a generation that has grown up with computers but I’m not really from a tech background and I enjoyed learning about the process, the physical aspect of opening up the laptops and taking out the hard drives.”

E came to 2econd Chance once a week for around a year before being one of the first students to take the Tech 10 BCS accredited course teaching IT refurbishment and workplace skills.

Now he has gone on to work at 2econd Chance one session a week helping trainees with their training as well as helping the team fix and refurbish laptops.

“Working here has really helped my confidence. I had anxieties around my abilities. But then you start to do it and you think ‘Oh I CAN do this and do it well,’” he said. E is still applying for jobs for other days during his week.

“How people treat people is really important. There is no judgement here at 2econd Chance. Some people who come here have behaviours that might be frowned upon elsewhere. Some people might make noises or walk around or whatever. But here people are like ‘That’s fine’. It’s a safe place for people to be themselves.”

Financial overview

We have a strong gross margin on trading income but as we have scaled our operations, administrative and infrastructure costs have increased, resulting in a small operating deficit during the year. This remains manageable and reflects planned investment in capacity to support future growth.

Our primary source of income is the sale of refurbished devices at affordable prices, with salaries representing our main area of expenditure. Other income consists of donations from members of the public and from entities connected to the Trustees.

Alongside trading income, we are actively diversifying revenue through fundraising, including grant applications, to strengthen sustainability and expand our training and community programmes.

One of the trustees has provided their commitment to financially support us particularly in its early years, while we continue to secure funding and income streams.

Reserves policy

2second Chance maintains financial reserves to ensure the stability and continuity of our charitable activities and to protect the organisation against unexpected changes in income or expenditure. As a small charity operating with a mix of private funding, donations and project income, we recognise our income can fluctuate and that we must be able to continue delivering training and support to vulnerable beneficiaries without disruption. The Trustees have therefore adopted a risk-based approach to reserves. Our policy is to hold unrestricted free reserves equivalent to between three months of normal operating costs.

This level has been assessed as sufficient to:

- manage short-term or unforeseen reductions in income or delays in funding
- meet essential fixed commitments such as staff salaries, premises and core programme delivery
- respond to unexpected costs or operational risks
- cover orderly closure costs, including notice periods, contractual obligations and wind-down expenses, should this ever become necessary.

The Trustees review the level of reserves annually as part of the budgeting and risk management process to ensure it remains appropriate to the scale, complexity and risk profile of the organisation. Where reserves fall outside the target range, a plan will be put in place either to rebuild or appropriately utilise funds in furtherance of the charity's objectives.

Maintaining prudent reserves enables us to operate responsibly, safeguard beneficiaries and staff, and deliver its mission with confidence and continuity.

We are presently building up these minimum level of reserves and hope to achieve this position in the coming years. Until that point, one of the Trustees has provided financial support to cover any shortfall in funds.

Principal funding sources

2econd Chance is funded by:

- Revenue from the sale of refurbished computers
- Private philanthropy
- Local authority grant (Barnet Council)
- Donations from corporates

Governance and management

Legal Status and Structure

2econd Chance is a body corporate created under the Charities Act 2011 and registered on 31 October 2024, on which date it began operating. We are governed by a constitution dated 14 October 2024.

2econd Chance was founded by Nigel Canin and Adam Goodman in 2019 as a CIC and became a CIO in 2024.

Trustees and Governance

The members of the trustees, who are also the directors for the purpose of company law, and who served during the period were:

Nigel Canin (Chair)

Dawn Hallybone

David Morley

Lauren Garfield

Trustees are appointed by resolution at a meeting of the trustees for a term of three years. In selecting individuals for appointment as trustees, regard is given to the skills, knowledge and experience required for the role of administering the charity. None of the trustees has any beneficial interest in the company. All trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The Board meets twice a year to receive updates and review risks and policies.

Risk management

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to these risks. They acknowledge that risk management is essential to the continued delivery of 2econd Chance's services.

Key operational risks include an insufficient supply of donated devices, fluctuations in trainee referrals, data security and potential breaches when handling devices and information, and rising costs for parts and components used in refurbishment. We also monitor periods of high demand for donated devices, which can create capacity pressures and waiting lists for beneficiaries. Risks are reviewed regularly at Trustee and management meetings, with mitigation actions agreed and monitored, and emerging issues addressed promptly as they arise.

Staff and management

2econd Chance was founded in 2019 by Nigel Canin and Adam Goodman. Nigel Canin is now Board chair while Adam works in the workspace helping trainees.

The day-to-day running of the charity is organised by key management personnel and staff.

The senior team comprises:

Charlotte Solomon – Chief Executive

Isobel Aptaker – Head of Community Partnerships

Avney Nathan – Operations Director

There are four further members of staff who run the training room.

Each week we also work with 10 volunteers from Barnet who each spend two hours a week with us helping to refurbish computers.

Safeguarding, equality and wellbeing

Safeguarding

The wellbeing and safety of our trainees, staff and volunteers is central to everything we do. Many of the people who train with 2econd Chance may be vulnerable or require additional support, so we maintain clear safeguarding policies and procedures to ensure a safe, respectful and inclusive working environment at all times. All staff and volunteers receive safeguarding training and understand how to recognise, respond to and report concerns appropriately. Safeguarding is overseen by trustees and policies are reviewed regularly to ensure they remain compliant with current legislation and reflect best practice. We aim to create a workspace where everyone feels safe, supported and able to participate with confidence.

Equality, diversity and inclusion

2econd Chance exists to remove barriers to opportunity. We are committed to equality of opportunity and to creating an environment where every individual is treated with dignity, fairness and respect. Our programmes are designed specifically to support people with disabilities, learning difficulties and social, emotional or mental health needs who are often excluded from traditional employment routes. We actively promote inclusive recruitment, accessible training and reasonable adjustments to ensure everyone can take part fully. We value the diversity of experiences, backgrounds and perspectives within our community and believe this strengthens both our workplace and the outcomes we achieve.

Staff wellbeing

We recognise that our small team plays a vital role in creating the calm, supportive and structured environment that makes our training programmes successful. We are committed to supporting staff wellbeing through manageable workloads, regular supervision, ongoing training and open communication. We encourage a collaborative culture where staff feel listened to, valued and able to raise concerns or ideas. By prioritising wellbeing and professional development, we aim to ensure our team can continue to provide consistent, high quality support to every trainee who comes through our doors.

Health and safety

Health and safety

2econd Chance is committed to providing a safe and well managed workshop and training environment for trainees, staff, volunteers and visitors. As our programmes involve practical IT refurbishment and the handling of electrical equipment, we take health and safety particularly seriously. We maintain appropriate risk assessments for all activities, provide clear guidance on safe working practices and ensure staff and trainees receive relevant training and supervision. Equipment is regularly checked and maintained, and incidents or near misses are recorded and reviewed to inform continuous improvement. Our policies are reviewed annually to ensure compliance with current legislation and best practice.

Volunteer management

Volunteers play an important role in supporting our training programmes and wider activities. We are committed to providing a positive, safe and meaningful volunteering experience. Volunteers receive appropriate induction, guidance and supervision and are matched to roles that reflect their skills and interests. We ensure volunteers understand our values, safeguarding responsibilities and health and safety procedures. We aim to create an inclusive environment where volunteers feel valued and able to contribute to the success of our trainees and the wider organisation.

Data protection and information security

We recognise our responsibility to protect the personal information of our trainees, donors, partners and supporters. 2econd Chance operates in accordance with UK data protection legislation and maintains policies and procedures to ensure data is collected, stored and used securely and appropriately. Access to sensitive information is limited to authorised staff only, and all team members receive guidance on data handling and confidentiality. As part of our device refurbishment work, we also follow strict processes for secure data wiping and, where required, certified destruction of hard drives to protect the information of our corporate donors. These measures help ensure trust and confidence in our services.

Reference and administrative details

Address:

2econd Chance – charity no. 1210740

Enterprise House, 2 The Crest, Hendon, London, NW4 2HN

Contact details:

Tel no. 0203 784 8280

info@2econdchance.co.uk

Trustees:

Nigel Canin (Chair)

Dawn Hallybone

David Morley

Lauren Garfield

Senior Staff:

Charlotte Solomon – Chief Executive

Isobel Aptaker – Head of Community Partnerships

Avney Nathan – Operations Director

Trustees' Responsibilities Statement

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period.

Thanks and acknowledgements

The Trustees would like to express their sincere gratitude to all those who have supported the charity throughout the year. We are deeply appreciative of our donors for their computer donations, our trainees for their dedication and enthusiasm, our community partners for their collaboration, and all our supporters for their ongoing encouragement. Their collective commitment has been invaluable in enabling us to deliver our charitable activities.

Contact us

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2econd Chance

Empower people and reduce e-waste